



U.S. Department of Transportation
Federal Aviation Administration

Office of Audit and Evaluation
Annual Report to Congress Fiscal Year 2018

Required by Public Law 112-95, Sec. 341

October 1, 2018



Executive Summary

The Federal Aviation Administration (FAA), Office of Audit and Evaluation (AAE) is pleased to submit its Annual Report to Congress for the “Aviation Safety Whistleblower Investigation Office” in fulfillment of the mission and statutory requirements established by the FAA Modernization and Reform Act of 2012 (Public Law 112-95, Sec. 341).

This report summarizes work that AAE either initiated or completed on a number of critical aviation safety activities in support of the FAA’s continuing mission to provide the safest, most efficient aerospace system in the world. In addition to conducting investigations under Public Law 112-95, Sec. 341, we perform many other important safety-related investigations and safety oversight activities.

During this reporting period, our office investigated or oversaw disclosures pertaining to nearly every FAA organizational entity. Many of the allegations contained in these disclosures identified programmatic or operational deficiencies that could have directly affected safety. In many cases, these allegations were substantiated by our investigations and our recommendations resulted in policy changes and the implementation of noteworthy corrective actions by the agency. We are pleased by the overall level of receptiveness from senior officials and the openness we have received in response to our recommendations for improving FAA operations and safety.

We recognize the strong commitment to aviation safety displayed both by those who filed reports with our office, as well as the dedication demonstrated by a cadre of FAA professionals providing their subject matter expertise to assist us in fulfilling this important work.

We are appreciative of the support that we have received from senior officials throughout the FAA, from the Department of Transportation, Office of Inspector General (OIG), the U.S. Office of Special Counsel (OSC), the U.S. Government Accountability Office (GAO), and from Members of Congress and their staffs during this reporting period. We look forward to continuing this important mission in the coming years.

Significant Activity October 1, 2017 – September 30, 2018

Safety Oversight, Investigations and Whistleblower Protection

The FAA’s Aviation Safety Whistleblower Investigation Program receives and manages safety disclosures from FAA and aviation industry employees under P.L. 112-95, Sec. 341. Additionally, AAE receives disclosures from aviation industry employees including individuals holding certificates under Title 14, Code of Federal Regulations; and air carriers, their contractors

or sub-contractors as outlined under 49 U.S.C § 42121, “Wendell H. Ford Aviation Investment and Reform Act for the 21st Century,” (AIR 21)¹.

An initial assessment is conducted of each complaint of the information submitted by the discloser to determine whether a substantial likelihood exists that a violation of an order, a regulation, or any other provision of federal law relating to aviation safety may have occurred. Disclosures meeting these criteria are investigated either by AAE investigators, or by, or in coordination with, other FAA subject matter experts. All investigations receive extensive AAE oversight.

Once an investigation is completed, an independent report of investigation is prepared that outlines the findings. This report is provided to the Administrator and/or the affected FAA organization (e.g., Flight Standards Service, Aircraft Certification, Air Traffic Organization, Airports, etc.) for corrective action, as recommended. In response, the Administrator and/or affected FAA organization provides a formal response to the recommendations to include any corrective actions implemented or planned. Although the ultimate responsibility for implementing a corrective action plan falls upon the appropriate FAA functional organization, AAE monitors those corrective actions made as a result of our findings to ensure that they are implemented and evaluates their effectiveness.

Appendix A contains a complete summary of FY 2018 P.L. 112-95 § 341 disclosures made by FAA employees and aviation industry employees accepted under the “Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR 21) whistleblower program.

Examples of the work completed in FY 2018

- *Pressure on FAA designated representatives*

On July 8, 2018, AAE issued a report of investigation based upon a safety disclosure by a member of the aviation community. The contributor alleged that an aviation engineering and repair organization was pressuring FAA designees not to communicate safety concerns to the FAA, and was using a non-disclosure agreement (NDA) to threaten job action if they did. The investigation substantiated the allegations, and found that the organization in question had provided false information to an FAA designee resulting in delayed notification of aircraft damage.

The Aircraft Certification Service implemented a comprehensive corrective action plan, which included removing certain authority to use designees, and increasing FAA involvement and oversight of engineering activities by the organization in question.

¹ Under AIR 21, the Occupational Safety and Health Administration (OSHA) is responsible for investigations of alleged reprisal or discrimination for reporting aviation safety-related violations filed by employees of air carriers or their contractors or subcontractors. FAA is responsible for investigation of the initial safety-related disclosure(s) that led to the alleged reprisal. Although the investigations are conducted separately, OSHA and the FAA closely coordinate their activities.

- *Fatal Helicopter Accident*

On September 11, 2018, AAE issued a report of investigation based on disclosures made by an industry employee following the emergency landing of a commercial air tour helicopter in New York City in March 2018. The water landing resulted in the deaths of the five passengers when the aircraft overturned in the water and they were unable to extricate themselves. Our report is NOT the accident investigation conducted by both the FAA and NTSB. Rather, we investigated concerns regarding unsafe modifications to the aircraft, and improper operations.

Our investigation substantiated that the company had been conducting commercial air tour operations without the required Letter of Authorization. More importantly, we found that concerns regarding the suitability of passenger restraints during “doors off” flights, specifically that passengers may not be able to detach themselves from the aircraft during an emergency, were known to frontline FAA inspectors months before the fatal accident. Inspectors promptly notified their managers, but those managers failed to inform other FAA engineers or policy-makers who could have conducted an appropriate risk assessment and implement necessary mitigating actions. We reported our findings to the Associate Administrator for Aviation Safety for action he deemed appropriate.

- *Principal Operations Inspector Mismanagement*

On July 13, 2018, AAE issued a report of investigation based on disclosures made by an FAA employee following a wing-tip strike of a regional air carrier flight. The contributor alleged that the Principal Operations Inspector (POI) committed mismanagement when he failed to take action against the pilot-in-command (PIC) for careless or reckless operation.

The investigation found that following the wing-tip strike, the FAA Certificate Management Team (CMT) failed to follow FAA policy related to acceptance and processing of an Aviation Safety Action Program (ASAP) report, and restricting check airman authority verbally rather than in writing as required. However, none of the failures rose to the level of mismanagement by the POI or any other CMT member. Based on the identified findings, we required the Flight Standards Service to independently review both the ASAP report and the POI’s decision to reinstate the PIC as a company check airman.

- *Mismanagement at an Air Route Traffic Control Center*

On June 12, 2018, the U.S. Office of Special Counsel (OSC) referred for investigation a disclosure from an FAA air traffic controller who alleged that some air traffic controllers do not comply with the coordination rules required by FAA Order during the transfer of aircraft from one airspace sector to another; and that facility management implemented a change in standard operating procedures (SOP) that creates hazardous air traffic conditions, rather than address noncompliance with FAA rules.

The investigation substantiated both allegations. Specifically, the investigation found multiple occasions in which controllers did not comply with coordination rules required during the transfer of aircraft from one sector to another, and that management failed to appropriately

document such failures or take action with regard to performance management. Additionally, rather than addressing controller performance and conduct related to the continued failure to coordinate issue, we found that the managers implemented a change to standard operating procedures in February 2018. This change requires less frequent coordination, but creates potentially hazardous air traffic conditions by moving points of aircraft conflict very close to sector borders, giving controllers very little time and space to react should a conflict occur. The investigation also found the facility management failed to appropriately consider potential increased risk by not complying with the required safety risk management decision process as required by FAA Orders.

Because of these findings, recommendations for corrective action were made to the Air Traffic Organization (ATO). The ATO concurred with the recommendations, initiating a change in management, conducting a safety review of operations, and sending in a team of personnel to evaluate/audit management oversight and accountability of personnel and operations, to include identifying deficiencies and making recommendations for corrective actions.

Summary of External WB Disclosures Submitted to AAE in Fiscal Year 2018	
Total Submissions	184
Disclosures referred for investigation	89
Disclosures referred to the safety hotline	34
Disclosures that did not require further investigation ¹	59
Disclosure status not yet determined	2
Sources of Complaints Referred for Investigation	89
Pilots – 26 Mechanics or Repairmen – 17 Flight Attendants – 11 Manufacturers – 8 Others ² – 27	
Investigations Status	89
Undergoing AAE Review – 6 Violation Determined – 25 No Violation Determined; Investigation Closed – 43 Report not received – 14 Report forwarded to foreign certificate administrator – 1	
¹ Further investigation not required because complaint was: not a violation, a duplicate, or previously investigated.	
² Can Include: Gate agents; management; cargo, aircraft or ground handlers; trainers; dispatchers; fuel farm workers.	

OIG and GAO Audits

AAE serves as FAA's primary interface to, and maintains a continuous liaison for audits and recommendations on aviation matters conducted by the GAO and the DOT OIG, and other OIGs. AAE is also the final approval authority within FAA for the agency's formal response to external audits. AAE reviews the sufficiency and responsiveness of draft FAA responses to these external audits and monitors the implementation of corrective action commitments by FAA organizations in response to these external audits.

OIG and GAO Audit Activity in FY 2018	DOT OIG	GAO	Other OIG	Total
Audit Reviews Initiated	19	20	1	40
Audit Reports Reviewed and Responses Drafted	28	12	0	40
Audit Recommendations Resulting from Completed Audits	110	13	0	123
Recommendations Resolved Based Upon FAA Responses	105	13	0	118

Hotline Operations

AAE hotline staff receives reports related to unsafe and unauthorized aviation activity that may violate an FAA regulation, order, or any other provision of Federal law related to aviation safety; or fraud, waste, abuse, or misconduct associated to FAA programs, personnel, organizations, or facilities. The Hotline receives reports from FAA employees, the aviation community, law enforcement and the public via email, mail, telephone, and fax.

The FAA Hotline received reports, which include comments, suggestions and general inquiries that are handled internally or redirected to the appropriate office. Based upon an analysis of all reports, the FAA Hotline received 5,940 complaints, resulting in 3,552 Hotline complaints referred to FAA organizations for investigation or other appropriate action. This represents a slight increase over the previous fiscal year.

Appendix A: FAA Whistleblower Investigations

Tracking Number: EWB18502 and 18503	Date Received: 10/2/17
Reporters: Air carrier flight nurse and paramedic. Allegation(s): Failure to secure the cabin for takeoff	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18507	Date Received: 10/4/17
Reporter: Air carrier ramp worker. Allegation(s): Improper cargo weights; failure to provide HAZMAT training	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18509	Date Received: 10/19/17
Reporter: Air carrier ramp worker. Allegation(s): Failure to follow accepted/approved engine start procedures.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18510	Date Received: 10/20/17
Reporter: Manufacturing technician. Allegation(s): Incorrect data on purchase orders; parts missing required lubrication process	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18518	Date Received: 11/8/17
Reporter: Air carrier ramp worker. Allegation(s): Use of unrepaired/unsafe aircraft tug	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18519	Date Received: 11/8/17
Reporter: Air Carrier Pilot. Allegation(s): Medically unstable pilot.	
Referred To: Office of Aerospace Medicine	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18520	Date Received: 11/13/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow refueling procedures; failure to remove disruptive armed crewmember	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18522	Date Received: 11/16/17
Reporter: Manufacturing technician. Allegation(s): Failure to properly document and perform parts work.	
Referred To: Aircraft Certification Service	
Finding(s): Foreign manufacturer. Case forwarded to Canadian Authorities.	

Tracking Number: EWB18528	Date Received: 11/29/17
Reporter: Manufacturing technician. Allegation(s): Failure to prevent non-compliant parts.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18530	Date Received: 12/1/17
Reporter: Air carrier mechanic. Allegation(s): Improper maintenance procedures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18533	Date Received: 12/5/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow company Crew Resource Management procedures.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18534	Date Received: 12/7/17
Reporter: Air carrier pilot. Allegation(s): Failure to follow published training standards; operation of an overweight aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18535	Date Received: 12/7/17
Reporter: Repair station mechanic. Allegation(s): Failure to properly document parts; use of non-standard parts; shipping of dirty parts.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18539	Date Received: 12/19/17
Reporter: Air carrier pilot. Allegation(s): Failure to comply with duty and rest requirements; operations without current charts/manuals; failure to document discrepancies; operation of unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18543	Date Received: 12/28/17
Reporter: Air carrier pilot. Allegation(s): Failure to provide proper rest; duty day exceedance.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18545	Date Received: 1/4/18
Reporter: Air carrier manager. Allegation(s): Failures of operational control; maintenance supervision; providing prospective crew rest.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18547	Date Received: 1/8/18
Reporter: Air carrier administrator. Allegation(s): Deficiencies in drug testing program and Pilot Records Improvement Act (PRIA) reporting.	
Referred To: Office of Aerospace Medicine and Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18548	Date Received: 1/9/18
Reporter: Air carrier ground handler. Allegation(s): Failure to follow company aircraft ground handling guidance/standards.	
Referred To: Flight Standards Service	

Finding(s): No violation of a regulation, order, or standard.

Tracking Number: EWB18552	<i>Date Received:</i> 1/18/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Charter operation with aircraft not listed in company Operations Specifications.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18553	<i>Date Received:</i> 1/18/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure of pilot to maintain medical standards.	
<i>Referred To:</i> Office of Aerospace Medicine	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18554	<i>Date Received:</i> 1/24/18
<i>Reporter:</i> Air carrier ground handler. <i>Allegation(s):</i> Failure to properly document cargo bin loads.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18558	<i>Date Received:</i> 2/2/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to adhere to the provisions of the Aviation Safety Action Plan (ASAP) Memorandum of Understanding (MOU).	
<i>Referred To:</i> Flight Standards Service.	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18560	<i>Date Received:</i> 2/7/18
<i>Reporter:</i> Pilot. <i>Allegation(s):</i> Illegal charters; improper maintenance; lack of required training; improper pilot certification; failure to provide required rest.	

<i>Referred To:</i> Flight Standards Service
<i>Finding(s):</i> No violation of a regulation, order, or standard.

Tracking Number: EWB18561	<i>Date Received:</i> 2/11/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to provide required rest; failure of the Chief Pilot to maintain required standards of safety.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18562	<i>Date Received:</i> 2/12/18
<i>Reporter:</i> Manufacturing technician. <i>Allegation(s):</i> Use of unapproved parts; failure to properly torque components/inspect products; sign-off of uninspected products.	
<i>Referred To:</i> Aircraft Certification Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18566	<i>Date Received:</i> 2/20/18
<i>Reporter:</i> Air carrier ground handler. <i>Allegation(s):</i> Failure to follow de-icing procedures.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18567	<i>Date Received:</i> 2/21/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to complete required forms; failure to go-around during unstable approach; failure to comply with mandatory altitude restriction.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18568	Date Received: 2/22/18
Reporter: Simulator instructor. Allegation(s): Failure to follow training/checking standards.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18572	Date Received: 3/8/18
Reporter: Air carrier mechanic. Allegation(s): Failure to repair flap track; improper sign-off; operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18574	Date Received: 3/9/18
Reporter: Air carrier pilot. Allegation(s): Use of unapproved flight tracking system.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18576	Date Received: 3/15/18
Reporter: Air carrier mechanic. Allegation(s): Failure to provide/use required tooling.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18578	Date Received: 3/26/18
Reporter: Repair station inspector. Allegation(s): Failure to comply with training requirements; failure to accurately track material's shelf life; use of out of date adhesives.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18580 and 18581	Date Received: 3/30/18
Reporter: Air carrier flight attendant. Allegation(s): Failure to comply with drug/alcohol testing procedures.	
Referred To: Office of Aerospace Medicine	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18585 and 18586	Date Received: 4/9/18
Reporter: Air carrier flight attendant. Allegation(s): Failure to comply with drug/alcohol testing procedures.	
Referred To: Office of Aerospace Medicine	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18589	Date Received: 4/15/18
Reporter: Manufacturing technician. Allegation(s): Failure to control authority media.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18590	Date Received: 4/6/18
Reporter: Air carrier flight attendant. Allegation(s): Failure to follow crew member alcohol consumption regulation/provisions.	
Referred To: Office of Aerospace Medicine.	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18592	Date Received: 4/23/18
Reporter: Air carrier mechanic. Allegation(s): Failure to follow maintenance manual procedures and published practices.	
Referred To: Flight Standards Service	

Finding(s): No violation of a regulation, order, or standard.

Tracking Number: EWB18594

Date Received: 4/24/18

Reporter: Air carrier mechanic. *Allegation(s):* Failure to conduct a general visual inspection.

Referred To: Flight Standards Service

Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.

Tracking Number: EWB18599

Date Received: 5/7/18

Reporter: Air carrier flight attendant. *Allegation(s):* Pressuring an unfit crewmember to fly; operating with an unfit crewmember.

Referred To: Flight Standards Service

Finding(s): No violation of a regulation, order, or standard

Tracking Number: EWB18600

Date Received: 5/7/18

Reporter: Manufacturing manager. *Allegation(s):* Use of unapproved chemicals on aircraft skins; unsafe shipment of hazardous chemicals by air.

Referred To: Flight Standards Service and Office of Hazardous Materials Safety

Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.

Tracking Number: EWB18601

Date Received: 5/8/18

Reporter: Repair station mechanic. *Allegation(s):* Failure to use proper tooling/paint; improper sign-off; use of an expired calibration precision tool.

Referred To: Flight Standards Service

Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.

Tracking Number: EWB18602

Date Received: 5/12/18

Reporter: Repair station mechanic. *Allegation(s):* Failure to properly repair and document components.

<i>Referred To:</i> Flight Standards Service
<i>Finding(s):</i> No violation of a regulation, order, or standard.

Tracking Number: EWB18604	<i>Date Received:</i> 5/15/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to provide required rest; failure to provide required prospective rest.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18605	<i>Date Received:</i> 5/20/18
<i>Reporter:</i> Repair station mechanic. <i>Allegation(s):</i> Improper documentation of failed parts; returning failed parts to service.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18606	<i>Date Received:</i> 5/22/18
<i>Reporter:</i> Air carrier flight attendant. <i>Allegation(s):</i> Release of ASAP submitter identity.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18608	<i>Date Received:</i> 5/29/18
<i>Reporter:</i> Air carrier mechanic. <i>Allegation(s):</i> Pressuring to not document discrepancies; failure to document discrepancies; task card completed without proper tooling.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18609	Date Received: 5/31/18
Reporter: Air carrier document technician. Allegation(s): Failure to properly identify aircraft documents.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18610	Date Received: 6/1/18
Reporter: Air carrier mechanic. Allegation(s): Lack of proper training; failure to remove and repair defective Ground Support Equipment (GSE).	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18612 and 18613	Date Received: 6/4/18
Reporter: Air carrier pilot and flight attendant. Allegation(s): Failure to provide required rest; falsification of duty/rest records; pressure to operate contrary to regulation.	
Referred To: Office of Audit and Evaluation	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18618	Date Received: 6/13/18
Reporter: Air carrier pilot. Allegation(s): Failure to provide required rest.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18620	Date Received: 6/15/18
Reporter: Administrative assistant. Allegation(s): Signing off, but not accomplishing maintenance job cards.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18621	Date Received: 6/20/18
Reporter: Manufacturing technician. Allegation(s): Failure to document and correct electronic engine control components.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18623	Date Received: 6/26/18
Reporter: Air carrier pilot. Allegation(s): Failure to follow Fatigue Rest Management Program (FRMP).	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18625	Date Received: 7/3/18
Reporter: Ground handler. Allegation(s): Failure to provide proper training.	
Referred To: Flight Standards Service	
Finding(s): Open investigation	

Tracking Number: EWB18627	Date Received: 7/5/18
Reporter: Air carrier flight attendant. Allegation(s): Failure to provide required rest.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18633	Date Received: 7/9/18
Reporter: Air carrier mechanics. Allegation(s): Failure to use required tools/complete required inspections/control tool distribution/track stores and spare parts/repair hydraulic leak and wire contamination; signing off unaccomplished maintenance; operation of unairworthy aircraft; pressuring mechanics not to document discrepancies.	
Referred To: Flight Standards Service	

Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.

Tracking Number: EWB18634 and 18669	<i>Date Received:</i> 7/10/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Training program does not meet FAA Order 8900.1.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18637	<i>Date Received:</i> 7/12/18
<i>Reporter:</i> Simulator instructor. <i>Allegation(s):</i> Failure to followed training program/properly document deficient students; exceedance of instructor duty time; alteration of training records.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18638	<i>Date Received:</i> 7/12/18
<i>Reporter:</i> Air carrier Director of Operations. <i>Allegation(s):</i> Interference with operational control; failure to properly assess fatigue risk; pilots scheduled in excess of regulatory limitations.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18639	<i>Date Received:</i> 7/13/18
<i>Reporter:</i> Air carrier mechanic. <i>Allegation(s):</i> Failure to properly documents and dispose of parts removed from aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18640	Date Received: 7/16/18
Reporter: Air carrier mechanics. Allegation(s): Failure to conduct adequate vibration analysis prior to revenue flight.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18644	Date Received: 7/20/18
Reporter: Manufacturing inspector. Allegation(s): Use of non-serviceable part; operation of an unairworthy aircraft; pressure to not document discrepancies.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB18646	Date Received: 7/24/18
Reporter: Air carrier pilot. Allegation(s): Failure to follow fatigue management program; pressure to operate unsafe aircraft; failure of chief pilot's qualifications to hold that position; failure to properly troubleshoot and repair aircraft discrepancies.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18647	Date Received: 7/31/18
Reporter: Manufacturing inspector. Allegation(s): Failure to accomplish all required tests/inspections of parts; failure to properly document and track parts; failure to properly manufacture parts.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18648	Date Received: 8/1/18
Reporter: Air carrier mechanic. Allegation(s): Failure to properly document/repair discrepancies; operation of an unairworthy aircraft; failure to comply with ASAP confidentiality requirements.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB18652	Date Received: 8/6/18
Reporter: Repair station employee. Allegation(s): Failure to properly track parts; improper storage/shipment of chined tires.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB18654	Date Received: 8/7/18
Reporter: Air carrier Pilot. Allegation(s): Falsification of pilot training records; failure to conduct training in accordance with approved training program.	
Referred To: Flight Standards Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18656	Date Received: 8/10/18
Reporter: Air carrier ground handler. Allegation(s): Improper baggage loading and tracking.	
Referred To: Flight Standards Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18657	Date Received: 8/13/18
Reporter: Air carrier pilot. Allegation(s): Failure to properly troubleshoot/repair discrepancy; operation of an unairworthy aircraft; pressure to operate an unairworthy aircraft.	
Referred To: Flight standards Service	

Finding(s): No violation of a regulation, order, or standard.

Tracking Number: EWB18658	<i>Date Received:</i> 8/15/18
<i>Reporter:</i> Air carrier manager. <i>Allegation(s):</i> Failure to properly track parts/comply with maintenance manual/provide required training/provide and use required tools; use of improper parts/unqualified maintenance personnel; operation of unairworthy aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18661	<i>Date Received:</i> 8/16/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to document known discrepancy; operation of an unairworthy aircraft.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18663	<i>Date Received:</i> 8/17/18
<i>Reporter:</i> Repair station inspector. <i>Allegation(s):</i> Failure to properly repair bearings; improper sign-off and disposition of substandard bearings; failure to properly manufacture bearings.	
<i>Referred To:</i> Flight Standards Service and Aircraft Certification Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18664	<i>Date Received:</i> 8/17/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to follow Fatigue Rest Management Program.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> No violation of a regulation, order, or standard.	

Tracking Number: EWB18666	Date Received: 8/17/18
Reporter: Air carrier mechanic. Allegation(s): Failure to accomplish required maintenance; operation of an unairworthy aircraft.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB18668	Date Received: 8/21/18
Reporter: Air carrier Designated Engineering Representative (DER). Allegation(s): Improper approval documentation for engineering certifications; improper certification of a cabinet; approval of a repair that exceeded manufacturer's limitations.	
Referred To: Aircraft Certification Service	
Finding(s): No violation of a regulation, order, or standard.	

Tracking Number: EWB18670	Date Received: 8/24/18
Reporter: Air carrier simulator instructor. Allegation(s): Failure to follow approved training program.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB18672	Date Received: 9/2/18
Reporter: Air carrier flight attendant. Allegation(s): Failure to follow approved/accepted baggage/cargo loading procedures; failure to account for all baggage/cargo.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

Tracking Number: EWB18673	Date Received: 9/6/18
Reporter: Air carrier mechanic. Allegation(s): Failure to follow aircraft maintenance manual procedures; operation of an unairworthy aircraft.	

<i>Referred To:</i> Flight Standards Service
<i>Finding(s):</i> Open investigation.

Tracking Number: EWB18674	<i>Date Received:</i> 9/6/18
<i>Reporter:</i> Air carrier mechanic. <i>Allegation(s):</i> Failure to properly repair corrosion; overflight of required aircraft inspections; operation of an unairworthy aircraft.	
<i>Referred To:</i> Office of Audit and Evaluation	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18675	<i>Date Received:</i> 9/10/18
<i>Reporter:</i> Air carrier pilot. <i>Allegation(s):</i> Failure to provide required crew rest; failure to properly document duty day start/end times; failure to comply with published company duty time/rest guidance	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18676	<i>Date Received:</i> 9/10/18
<i>Reporter:</i> Air carrier mechanic. <i>Allegation(s):</i> Failure to utilize approve/accepted maintenance procedures.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18677	<i>Date Received:</i> 9/11/18
<i>Reporter:</i> Medical crew. <i>Allegation(s):</i> Failure to document/repair malfunctioning radio; failure to provide audible intercom during flight; failure to use required aircraft grounding procedures during refueling.	
<i>Referred To:</i> Flight Standards Service	
<i>Finding(s):</i> Open investigation.	

Tracking Number: EWB18680	Date Received: 9/24/18
Reporter: Manufacturing technician. Allegation(s): Failure to follow work orders; failure to follow accepted/approve work order process.	
Referred To: Aircraft Certification Service	
Finding(s): Violation of a regulation, order, or standard; corrective and/or enforcement action initiated.	

Tracking Number: EWB18682	Date Received: 9/25/18
Reporter: Contractor ground handler. Allegation(s): Use of untrained personnel contrary to accepted/approved policies/procedures.	
Referred To: Flight Standards Service	
Finding(s): Open investigation.	

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